



GLENN COUNTY SHERIFF'S OFFICE

EMERGENCY

DISPATCHER I/II

DEADLINE TO APPLY:
FRIDAY, MAY 17, 2024

I: \$23.56-\$28.64 HOURLY II: \$24.66-\$29.98



COMMITMENT TO SERVICE

DEDICATION TO COMMUNITY

The Glenn County Sheriff's Department is seeking energetic, motivated individuals interested in an exciting career as an Emergency Dispatcher. Emergency Dispatchers operate communications equipment, answer emergency and non-emergency calls from the public and dispatch the appropriate law enforcement, fire, or emergency personnel.

EXAMPLES OF DUTIES

- Receives incoming calls from the public; determines type of assistance required, including law enforcement, fire or ambulance personnel, etc., and dispatches emergency and non-emergency radio and telephone communications to appropriate jurisdictions and agencies.
- Operates a law enforcement 911 communications network.
- Monitors multiple radio channels.
- Maintains radio communications with field personnel as necessary to relay messages and information, and to determine the location and safety of field personnel.
- Accurately logs all telephone and radio communications activities.
- Performs a variety of clerical duties as required, including but not limited to answering business telephones; processing and/or maintaining department records, including case files; compiling information and statistics for reports; preparing criminal history reports; entering/cancelling/retrieving data on computer; ordering supplies, copying and filing documents, etc.
- Processes civil, misdemeanor, juvenile and felony warrants.
- Receives and responds to inquiries from the public regarding department activities, programs and procedures.
- May provide training for new dispatchers.
- Participates in special department programs and projects as assigned.
- Performs related duties as assigned.

THE POSITION

This position will perform a variety of difficult work in the provision of 24-hour-per-day, seven-days-per-week public safety emergency dispatch service, including all 911 communications.



IDEAL CANDIDATE

The ideal candidate will have the ability to react quickly, efficiently, and calmly in an emergency situation; speak and write clearly and concisely; memorize and recall names and locations of highways, streets, and buildings; deal effectively and tactfully with public safety personnel and general public.

QUALIFICATIONS

Knowledge of:

Pertinent federal, state and county codes, laws and regulations.

Modern office procedures and technology.

Standard radio broadcasting procedures and rules.

Geographic features and streets within the County.

Principles and practices of record-keeping and reporting.

Ability to:

Learn rules and regulations quickly and interpret them correctly.

Understand and follow oral and written instructions.
Operate dispatch and teletype systems, and other office equipment.

Effectively communicate with and elicit accurate information from upset, emotional or irate citizens.

Listen to and remember details.

Read maps quickly and accurately.

React quickly and calmly in emergency situations.

Establish and maintain cooperative working relationships with those contacted during the course of work.

Maintain records and prepare required reports.

Provide staff training, as applicable.

A complete job description and list of duties can be found at www.countyofglenn.net

COUNTY OF GLENN JOB OPPORTUNITIES



EXPERIENCE AND TRAINING GUIDELINES:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

EXPERIENCE:

Emergency Dispatcher I - No experience is required.

Emergency Dispatcher II - One year of responsible experience in emergency communications and dispatching, or the completion of the Emergency Dispatcher Training Program in Glenn County.

EDUCATION:

Emergency Dispatcher I/II—High school diploma or GED Equivalent.



BENEFITS:



- Holiday Pay— 5%
- Bilingual pay—\$.75 per hour
- Employer paid vision plan
- Stand by and call back pay
- Sick Leave
- Bereavement Leave
- County sponsored medical insurance
- Vacation
- CalPERS retirement after vested
- Union Supplemental Retirement

GENERAL UNIT SUMMARY OF BENEFITS

Applications will be accepted until:
Friday, May 17, 2024 at 5:00 p.m.

About Glenn County: Glenn County has a population of 29,132 and is located mid-way between Sacramento and Redding in Northern California. Glenn County is primarily an agricultural community with mountains on the west, the Sacramento River bounding the east side and the Interstate 5 corridor taking you through the rich farm land of the County. With over 1,188 farms, agriculture remains the primary source of Glenn County's economy. Major commodities include rice, almonds, milk products, prunes, bees and livestock.

A complete application packet MUST include:

-A Glenn County Employment Application

-Resume

- Cover Letter

To apply for this job opportunity, submit a completed County of Glenn application packet for employment online at calopps.org or to:

GLENN COUNTY PERSONNEL DEPARTMENT

525 W. Sycamore Street

Willows, CA 95988

Telephone (530) 934-6451 – Fax (530) 934-6452

TDD – No Voice (530) 934-6444

Website: www.countyofglenn.net

THE ABOVE INFORMATION IS GENERAL IN NATURE AND DOES NOT CONSTITUTE AN EXPRESSED OR IMPLIED CONTRACT.

THE COUNTY OF GLENN IS AN EQUAL OPPORTUNITY EMPLOYER. WE ENCOURAGE MINORITIES, WOMEN AND DISABLED INDIVIDUALS TO APPLY. IN ADDITION, BILINGUAL (SPANISH, HMONG, LAOTIAN) INDIVIDUALS ARE ENCOURAGED TO APPLY. WE ARE COMMITTED TO PROVIDING REASONABLE ACCOMMODATION TO APPLICANTS. QUALIFIED INDIVIDUALS WITH DISABILITIES WHO NEED A REASONABLE ACCOMMODATION DURING THE APPLICATION OR SELECTION PROCESS SHOULD CONTACT THE PERSONNEL DEPARTMENT.